

Rent on the Web (ROW) FAQs

Last updated December - 2015

Q1: How do I request access to ROW (for me/my employees) to review our rent bills?

A1:

- ☑ Log onto this web site: <https://www.pbs-billing.gsa.gov/row>
- ☑ Click on “Register an Account” button
- ☑ Complete the form on-line
- ☑ Print out the form (print button must display on printout)
- ☑ Obtain the appropriate signatures
- ☑ Fax the form to: 202.208.7098

Q2: How long does it take to create my ROW user account?

A2:

Once your faxed form is received and processed, it may take 12 to 36 business work hours until you receive an email with your new ROW user information.

Q3: Can my form be processed if I cannot get my supervisor’s approval or I have no supervisor?

A3:

Your supervisor must sign your form before access will be granted. If you have no supervisor, please give us a call to discuss further procedures.

Q4: How can I get access to ROW for my contractor?

A4:

Assuming your contractor has been authorized to work in your environment, they can follow the same process that you or your employee would go through to request a ROW user account. See Q1 & Q5 for further details.

Q5: Do I need a government email account to access ROW?

A5:

Yes, ROW adheres to the GSA and Federal guidelines for user secured and authorized best practices. In order to review and recertify ROW users on periodic basis, we require our users to have a government email address. See Q6 for further detail.

Q6: If I don’t have a government email account can I still get a ROW user account?

A6:

Yes, on a case-by-case basis accounts with non government email addresses will be considered after the creation and signing of a liability waiver form. Please contact us via email at Rent.On.Web@gsa.gov to file your request.

Q7: My account does not have access to the proper bills. How can I request my account to be updated?

A8:

Please email Rent.On.Web@gsa.gov.

Rent on the Web (ROW) FAQs

Last updated December - 2015

Q8: What is the Logon Lockout policy (How many attempts, how to reset)?

A8:

You have three attempts.

Q9: Can I transfer my account to another co-worker?

A9:

No; however, you can have them follow Q1 to have their own account and request the same type of access by writing a note on the form when you print and fax.

Q10: How long before my ROW account becomes inactive?

A10:

After 90 days of not accessing ROW, your account is inactivated.

Q11: How can my ROW account be reactivated?

A11:

Contact the ROW helpdesk via email or phone call. Once notified, the ROW system administrator can reactivate your ROW account.

Q12: How long before my ROW account is deleted?

A12:

After one year of inactivity, your ROW account is deleted.

Q13: Can my ROW account be restored once it is deleted?

A13:

Unfortunately, once your account is deleted, we cannot restore it for security purposes. You would need to submit a new user request form to recertify your access to ROW. Please see Q1.

Q14: What happens if I enter my name in the wrong fields (e.g., first name in last name and vice-versa)?

A14:

If you contact the ROW helpdesk for support, it might delay the ROW support person from locating your user account. Please provide the ROW helpdesk the exact names you entered (e.g., any nicknames, abbreviations, etc).

Q15: What is the format for my user id?

A15:

There are two formats for user id. For those users who registered before December 2008, the format is [Agency abbreviation].[First Initial Last Name] (e.g., dol.FLastname). For those who registered after December 2008, the user id is the user's email address.

Q16: Is my user id case sensitive?

A16:

No.

Rent on the Web (ROW) FAQs

Last updated December - 2015

Q17: Is my user password case sensitive?

A17:

Yes, user passwords are case sensitive.

Q18: Who should I contact when my logon ID doesn't work?

A18:

Contact the ROW helpdesk either by phone or email so that a ROW system administrator can contact you.

Q19: Every time I reset my password the next time I try it doesn't work.

A19:

If you use the auto-fill feature on your web-browser to enter user passwords, you may not have the current ROW password saved. Also, make sure you do not have the caps lock enabled on your keyboard. Please contact the ROW helpdesk for further assistance.

Q20: Can I self-reset my ROW password?

A20:

Yes, you can self-reset your ROW password. On the access web page for ROW, there is a button (Forgot Password) that allows you to reset your ROW password if you have a ROW account. Please note, your email address on file with the system must match that which you enter.

Q21: Who do I contact if I cannot access the ROW system?

A21:

If the webpage will not load, please contact the ROW helpdesk for further assistance. If your password is invalid please see Q20. If you are a new user please see Q1.

Q22: I haven't received the monthly email newsletter for several months?

A22:

Please verify your account email address is up to date by clicking the "Change User Info" button on the main toolbar.

Q23: I never received my account id/password email

A23:

We apologize. Please see Q1 to create a new account.

Rent on the Web (ROW) FAQs

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Q24: The CBR or OA on my rent bill has expired. I do not know the new one.

A24:

The primary point of contact for questions about your rent bill is the individual whose name and telephone number is listed on the bill. You may also contact your regional POC if the name on your bill is unavailable.

Region 1	New England Nicole Fazzio 617-565-5862 Danielle Piantedosi 617-565-8172	nicole.fazzio@gsa.gov danielle.piantedosi@gsa.gov
Region 2	Northeast & Caribbean Jason Cahill 212-264-0083	jason.cahill@gsa.gov
Region 3	Mid-Atlantic Kelli Castellano 215-446-4653	kelli.castellano@gsa.gov
Region 4	Southeast Sunbelt Erin Armstrong 404-562-1954 Ellen Seiler 404-562-0789	erin.armstrong@gsa.gov ellen.seiler@gsa.gov
Region 5	Great Lakes Sharon Olano 312-353-8496	sharon.olano@gsa.gov
Region 6	Heartland Kristin Ritter 816-823-5149	kristin.ritter@gsa.gov
Region 7	Greater Southwest Tammy Peyton 817-978-4452	tammy.peyton@gsa.gov
Region 8	Rocky Mountain Jay Moyer 303-236-1898	jay.moyer@gsa.gov
Region 9	Pacific Rim Nerisa de Jesus 415-522-3484 Sylvia Fadhl 415-522-3250	nerisa.dejesus@gsa.gov sylvia.fadhl@gsa.gov
Region 10	Northwest/Arctic Judy Sandoval 253-931-7244	judy.sandoval@gsa.gov
Region 11	National Capital Kimya Ginyard 202-401-8102 Irvin Terrell 202-205-4933	kimya.ginyard@gsa.gov irvin.terrell@gsa.gov

THE MAIN REVENUE CONTACT NUMBER IS 202-208-3017

Rent on the Web (ROW) FAQs

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Q25: Who can I contact when my bill is incorrect?

A25:

The GSA point of contact listed on the top of your rent bill.

Q26: I've contacted the name on my bill, and that person is no longer at GSA, now who should I contact?

A26:

Please contact the PBS Revenue division at 202.208.3017.

Q27: When new rent bill data is loaded how long is the ROW system unavailable?

A27:

4-6 hours for the posting of the bills.

Q28: Who is an alternate POC for DHS bills if the printed POC is wrong?

A28:

Please contact Paula Stone at 202.732.0244 or Paula.Stone@dhs.gov

Q29: Can I get access to rent bills from other agencies?

A29:

Contact the PBS Revenue Division for further assistance.

Q30: I no longer work in that position or for that agency how do I deactivate my account?

A30:

Please send an email to Rent.On.Web@gsa.gov requesting your account be deactivated.

Q31: What are FIT Bills?

A31:

Furniture and Information Technology charges that are associated with an Occupancy Agreement, that are tracked separately.

Some users have recently reported problems when selecting "Expiring Leases/OAs" from the ROW menu. Specifically, when clicking on the "Start Search" button, the system does not return any results.

This is caused by security settings and/or popup blockers in some web browsers.

There are two ways to fix this issue. We recommend the second option; however, if your agency does not allow you to modify your security settings in **Internet Explorer Web Browser**, please use the first option.

- 1) Hold down the CTRL key when clicking the Start Search button on the screen, this will allow the next screen to "pop-up".

- 2) Add the ROW URL to the "Trusted Sites" section of your internet browser.

- For **Non-PBS** users the url that should be added is:

<https://www.pbs-billing.gsa.gov/row/>

Rent on the Web (ROW) FAQs

Last updated December - 2015

- For **PBS** users the url that should be added is:

<http://portal.pbs.gsa.gov/>

- Directions for adding a trusted site, along with a link to more detailed instructions are included below.

For assistance or more information on adding trusted sites, please contact your local helpdesk.

Link to detailed instructions:

<http://www.microsoft.com/protect/computer/advanced/browsing.mspx>

Add safe Web sites to trusted sites

Designating a Web site as trusted allows the site to work correctly under the High security setting.

To add a Web site to your list of trusted sites:

- 1) On the Internet Explorer Tools menu, click Internet Options.
- 2) In the Internet Options dialog box, click the Security tab.
- 3) Click the Trusted sites icon, and then click the Sites button.
- 4) In the Trusted sites dialog box, enter the Web site URL in the Add this Web site to the zone box, and then click Add.
- 5) The URL that should be added for **Non-PBS** users is: <https://www.pbs-billing.gsa.gov/row/>.
- 6) Click OK.
- 7) The URL that should be added for **PBS** Users is: <http://portal.pbs.gsa.gov>.
- 8) Click OK.

Note: Below is an example screen shot for Non-PBS users.

